

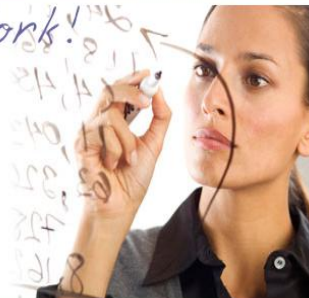


NCThinks

Your Ideas at Work

Your Ideas at Work!

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During these difficult economic times, agencies will award monetary awards pending the availability of funds.

QUICK TOUR FOR COORDINATORS



"Is your innovation program geared to your agency's goals and objectives? It must be! Employees need to be connected to the information. Leaders must see the suggestion system as a part of the means to achieve the mission and vision."

George V. Masi
Executive Vice President
Harris County Hospital District

NEWS

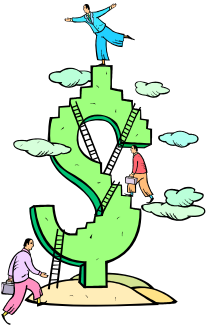
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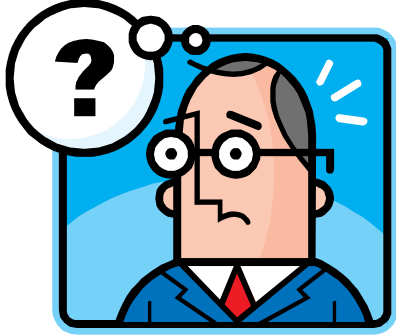


www.ncthinks.nc.gov



Saved \$\$\$ since 1975

- ❖ NCThinks was once known as SEIBP (State Employees Incentive Bonus Program).
- ❖ Program was formed by the General Assembly in 1975.
- ❖ NCThinks has saved more than \$11.8 million since then.
- ❖ That's a little more than \$1 for every person in North Carolina. Wow!



What is NCThinks?

- ❖ NCThinks is the state's suggestion system for state employees. (*community college employees are also eligible*)
- ❖ You submit suggestions online that help save the state money.
- ❖ If your suggestion is adopted, you may receive cash awards, paid leave or a certificate of recognition from the Governor's Office.



Who is eligible?

- ❖ Full-time, part-time or temporary North Carolina state employees
- ❖ Contributing members of the Teachers' and State Employees' Retirement System of North Carolina, the Consolidated Judicial Retirement System of North Carolina or the Optional Program are eligible. *(includes community college employees)*



How does an employee get started?

- ❖ Employees should talk to their manager and let them know they want to participate. Ask the manager to identify the organization's most pressing challenges.
- ❖ Think of a creative solution.
- ❖ Outline it step by step.
- ❖ Collect detailed facts and figures to support your ideas.



How do employees submit ideas?

- ❖ Check out www.ncthinks.nc.gov.
- ❖ Click on “Make a Suggestion.”
- ❖ Remember to read the Eligibility Requirements and Checklist for Suggesters – not every suggestion is feasible.

Make A Suggestion

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Make a Suggestion!

print this page 

With NCThinks' new online submission system, submitting and tracking a suggestion has never been easier. Shortly after submitting a suggestion, you will receive an automated email notification to confirm that your suggestion has been received. In addition, you will receive further email notifications as your suggestion passes through the stages of the suggestion process.

Simply follow the instructions below for submitting your suggestion.

Instructions for Submitting a Suggestion

- Read [Eligibility Requirements](#) and the [Eligibility Pre-Screening Questions](#).
- Talk to your manager. Ask, "What are the most pressing challenges facing our department or organization?" Let your manager know that you want to help think of solutions.
- Think of a solution. Solutions focus on solving organizational objectives in areas such as costs, revenue, efficiency, customer service or safety. Your idea must be clear, actionable and produce a measurable benefit.
- Review the [Checklist for Suggesters](#).
- Submit the completed form electronically. Drawings, sketches or other support documents may be mailed or faxed to your coordinator.
- Print a copy of your completed application, sign and date, and send to your coordinator.

NOTE for DHHS employees: Your printed suggestion must also be signed by your director. Your suggestion will not be processed until the printed suggestion with director's signature is received by your department's coordinator.

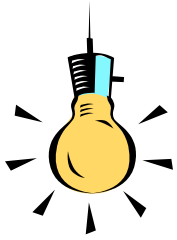
- For assistance, [contact your coordinator](#).

[Submit your suggestion now!](#)



Not every suggestion is eligible

- ❖ Ideas currently under consideration
- ❖ Previously awarded suggestions/duplicates
- ❖ Common practices
- ❖ Complaints or grievances
- ❖ Salary/classification or benefits changes
- ❖ Enforcement of existing rules
- ❖ Routine maintenance
- ❖ Legislative changes or contract negotiations



What suggestions are eligible?

- ❖ Suggestions that offer improvements in:
 - ❖ Safety
 - ❖ Costs
 - ❖ Productivity
 - ❖ Working conditions
 - ❖ Services to the public
 - ❖ Employee morale



Pre-screening eligibility questions

My suggestion is eligible because it meets the following criteria:

- I am not expected to develop a solution to this problem
- I would not be held accountable if I did not perform this task
- I need approval from my supervisor to implement this task
- My suggestion does not concern any of the following:
 - Complaints or grievances
 - Salary/ classification/ benefits changes
 - Enforcement of existing rules
 - Previously awarded NC Thinks idea
 - Matters under consideration or already in use
 - Contract negotiations
 - Common practices
 - Legislative action



And remember

Eligible suggestions are ones that the employee cannot implement without supervisor approval. If it's part of the suggestor's job description to find a solution to a problem, then that solution is NOT eligible under NCThinks.



Checklist for suggestors

- I have clearly identified a solution to a problem.
- I am eligible.
- My suggestion is eligible.
- My solution has clear benefits.
- What will it cost to implement this idea?
- What obstacles would there be to implement the idea?
- Will the idea create any problems?
- I can explain the steps for implementing this suggestion.
- Is there anyone who does not support your idea?
- If so, I have gathered evidence to show that my solution is practical.
- Does the idea affect more than one work area?
- Identify ONE strategic initiative that your idea impacts the most:
 - Saves money
 - Saves time/ improves efficiency
 - Improves safety
 - Increases revenues



Agency coordinator

- Need coordinator access to suggestions
- **If you already have an NCID account, send the following info to Peggy Beach, state coordinator:**
NCID (userid only), Name, Agency/School , Address, Phone
- **If you don't have an NCID account, then go to the NCThinks home page, look under NEWS section** on right hand side of the home page and click on “NCID needed for coordinator access.” There will be instructions on how to apply for NCID access.



Why do I need access?

A screenshot of a web application interface. The top navigation bar is yellow and contains the text 'Your Ideas' in a script font, followed by links for 'SEARCH', 'SUGGESTIONS', 'REPORTS', and 'USERS'. Below this, a breadcrumb trail reads 'Home >> Administrators'. The main content area is titled 'For State Coordinator' and features a quote: 'Motivation is the art of getting people to do what you want them to do because they want to do it.' attributed to '- Dwight David Eisenhower'. On the left side, there is a vertical menu with links: 'About Us', 'FAQ', 'Cheers!', 'Toolbox', 'Inspiration', 'Suggestion Search', and 'Administrators'. Under 'Administrators', there are sub-links: '→ For Managers', '→ For Coordinators', '→ For Evaluators', and '→ State Coordinator'. At the bottom of the page, there is a full-body image of a construction worker wearing an orange hard hat, safety glasses, and a red plaid shirt, holding a large set of blueprints.

Search

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OFFICE OF STATE PERSONNEL

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Search Suggestions

Suggestion Subject:	<input type="text"/>
Suggestion Text:	<input type="text"/>
Agency:	Administration, Dept of (DOA) ▼
Suggestion Stage:	New ▼
<input type="button" value="Search"/>	

Suggestion #:	DOC-2011-7
Suggestion Subject:	energy savings
Suggestion Content:	My suggestion is that the state install programable thermostats in all state office buildings in the state. Programable thermostats would allow building temperature to be raised or lowered to conserve energy when they are not occupied such as on weekends and after regular working hours. There are many state offices that do not have any occupants after 5 p.m. and on weekends and there is no need to keep temperatures the same 24 hours a day with the cost of electricity.
Suggestion Stage is in:	New
Coordinator Name:	Christy Agner
Coordinator Phone:	919-807-2340

View Suggestions

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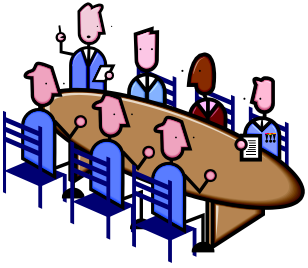
New

UNC-2009-4	Save NC Now Archive Media Cost	836 days
AOC-2009-1	Over-packaging of printed AOC forms	795 days
FSU-2009-1	Lower Phone Cost	765 days
DOI-2009-3	Save the state substantial mailing cost by changing from Certified mail to Track and Confirm.	743 days
AOC-2009-2	Save money and time on small checks written	730 days
DOA-2009-6	State Buildings/Property configuration management by GIS	727 days
CRA-2009-1	Inmate Transportation	720 days
UNCG-2009-2	office custodial work	645 days
DOR-2009-4	Save Interest Paid on Refunds	645 days
DOR-2009-5	Tax Years Assessed on Non-filers	645 days
UNC-2009-6	Gasoline sales tax	645 days



What happens to a suggestion when submitted?

- ❖ The state coordinator and agency coordinator review the suggestion on NCThinks website to determine feasibility. The agency coordinator then forwards all feasible suggestions to proper state agencies/committees for further evaluation.
- ❖ If evaluators find it feasible, the suggestion can then be put on trial for a year. *(A bill in the legislature may give us more leeway with the time frame.)*
- ❖ If the suggestion saves money after the year-long trial, the suggestion is sent to the State Review Committee for review.



State Review Committee

*The State Review Committee meets quarterly to review suggestions and recommend awards.
Next meeting is August 4, 2011.*



Latest Award – April 2011





Award to DHHS employee

- *Photo on previous slide. L to R – Dr. Craigan Gray, Division of Medical Assistance, Health and Human Services, Terri Smith, NCThinks Award recipient, Linda Coleman, State Personnel Director and Cotton Rawls, chair, NCThinks State Review Committee, celebrate Smith's award. Her suggestion to deactivate unused phone lines on the Dix campus saved the state \$22,195.74.*

Allotment of savings

- **Total Savings**
-
- **20%** of total savings allotted to suggestors, up to \$20,000 per individual suggestor, \$100,000 maximum to a team of suggestors
- **10%** of total savings allotted to OSP for administration of NCThinks
- **10%** of total savings allotted to OSP for state employee education and training
- **10%** of total savings allotted to agency
- **50%** of total savings allotted to the General Fund

According to General Statute 143-345.20-.25

The money allotted to the above comes from the savings of the suggestion.

Allotment of savings from DHHS suggestion

- **20% of total savings allotted to suggestor = \$4439.15**
10% of total savings allotted to OSP for administration of NCThinks = \$2,219.57
10% of total savings allotted to OSP for state employee education and training = \$2,219.57
10% of total savings allotted to DHHS, Division of Medical Assistance = \$2,219.57
50% of total savings allotted to the General Fund = \$11,097.87

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Check out www.ncthinks.nc.gov or

call Peggy Beach 919-807-4866

Email at peggy.beach@osp.nc.gov